GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:488
ANSWERED ON:18.11.2016
Banking Ombudsman
Danve Shri Raosaheb Patil

Will the Minister of FINANCE be pleased to state:

(a) the number of complaints/grievances received, settled and pending by Banking Ombudsman during the last three years and the current year, public and private bank-wise, State-wise;

(b) the number of Banking Ombudsman officers appointed over the last three years and the current year;

(c) whether the staff strength in the Banking Ombudsman is inadequate for handling the increasing number of complaints; and

(d) if so, the details thereof along with the steps taken by the Government to improve working condition and settle the pending cases expeditiously?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(a): The information relating to number of complaints / grievances received, settled and pending (bank-wise) in Banking Ombudsman offices during last three years i.e. 2013-14, 2014-15, and 2015-16 and current year relating to public and private sector banks, is given at Annexure. The state-wise information is not maintained with the Reserve Bank of India (RBI).
(b) to (d): There are 16 offices of Banking Ombudsman in the country. The total staff strength of the Offices of the Banking Ombudsman and the number of complaints received during last three years is given below. The staff position undergoes change on account of transfer/retirements of the officials. With the existing staff strength, the Offices of Banking Ombudsman achieved a disposal rate of above 95% during the last three years. The details are as under:-

Year	2013-2014	2014-2015	2015-2016
No. of complaints received	76573	85131	102894
No. of officers	167	149	141

*****